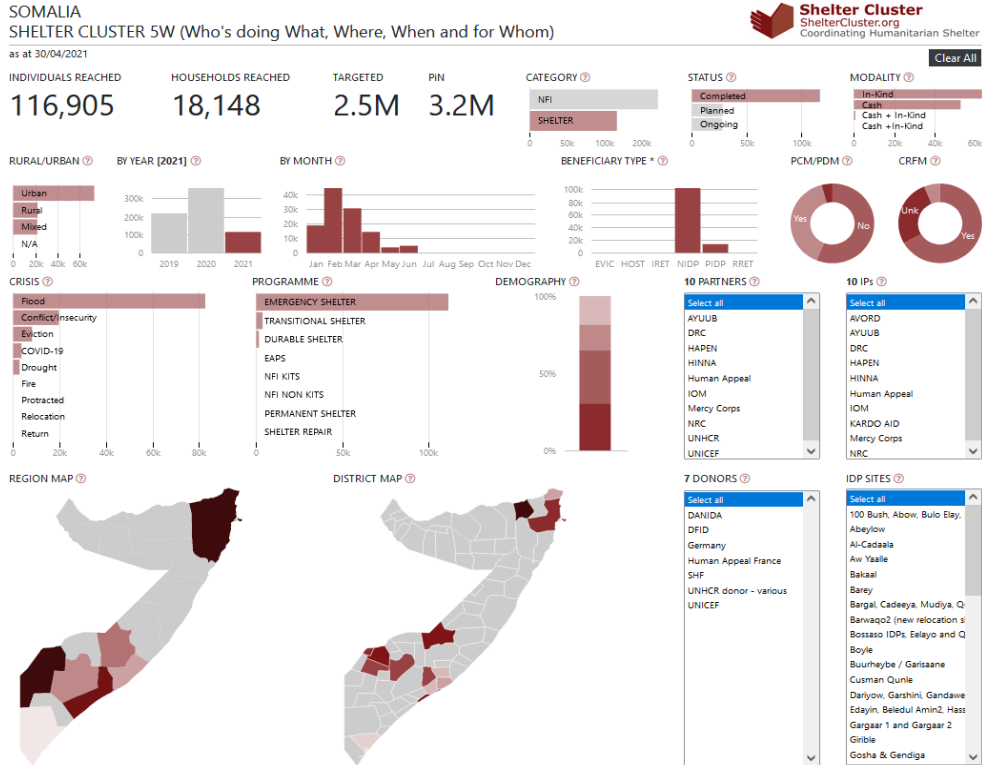


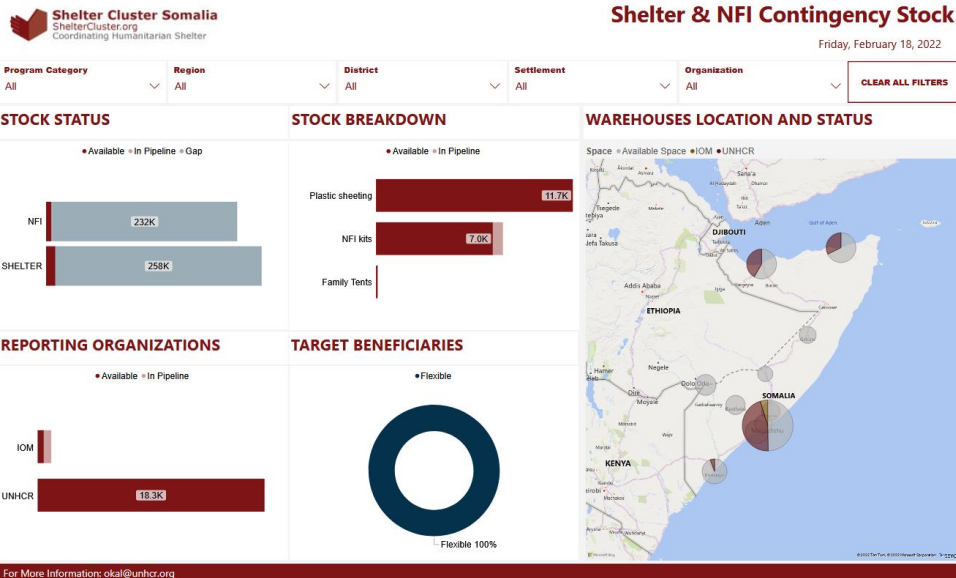


# Useful dashboards

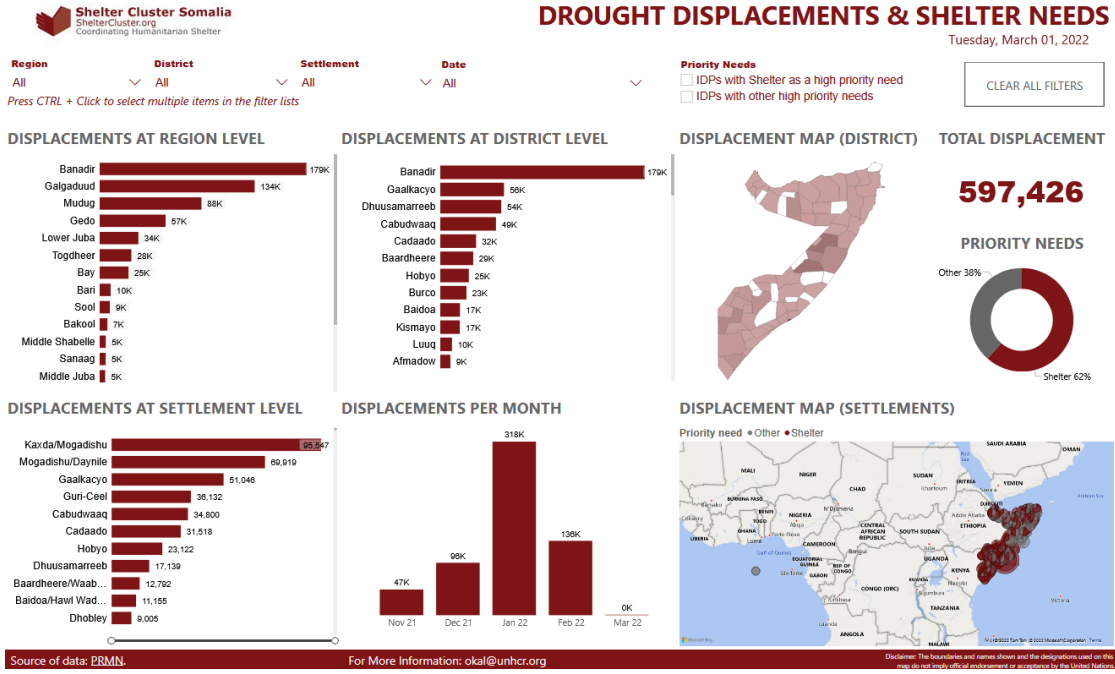
## Shelter Cluster dashboard



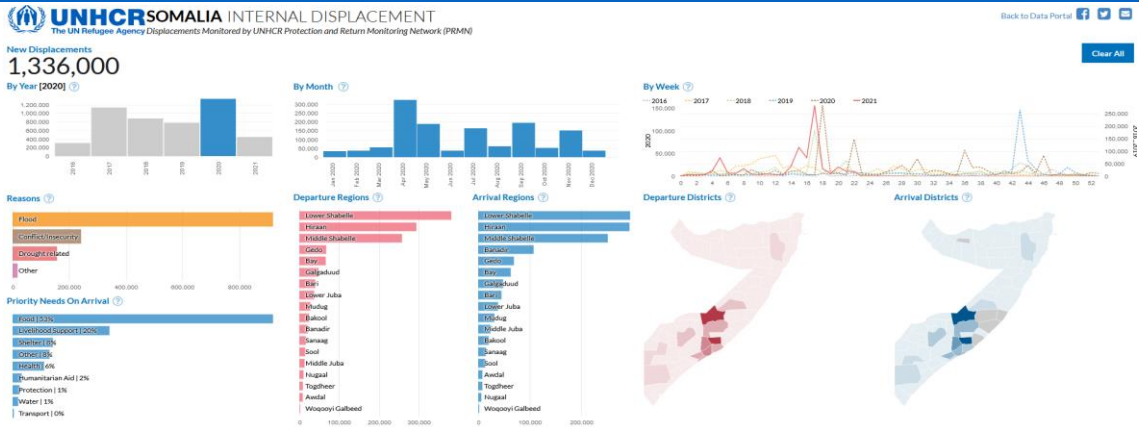
## Shelter and NFI Contingency stock Dashboard



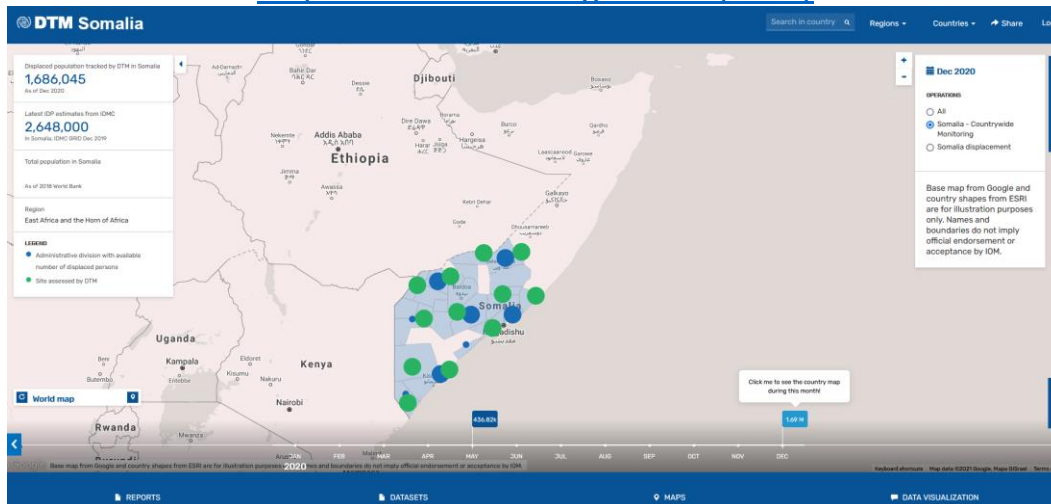
# Drought displacements & Shelter Needs Dashboard



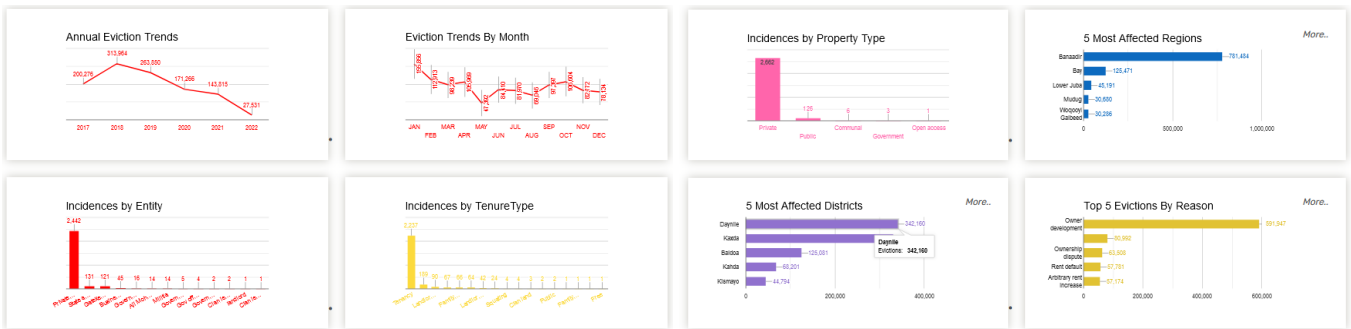
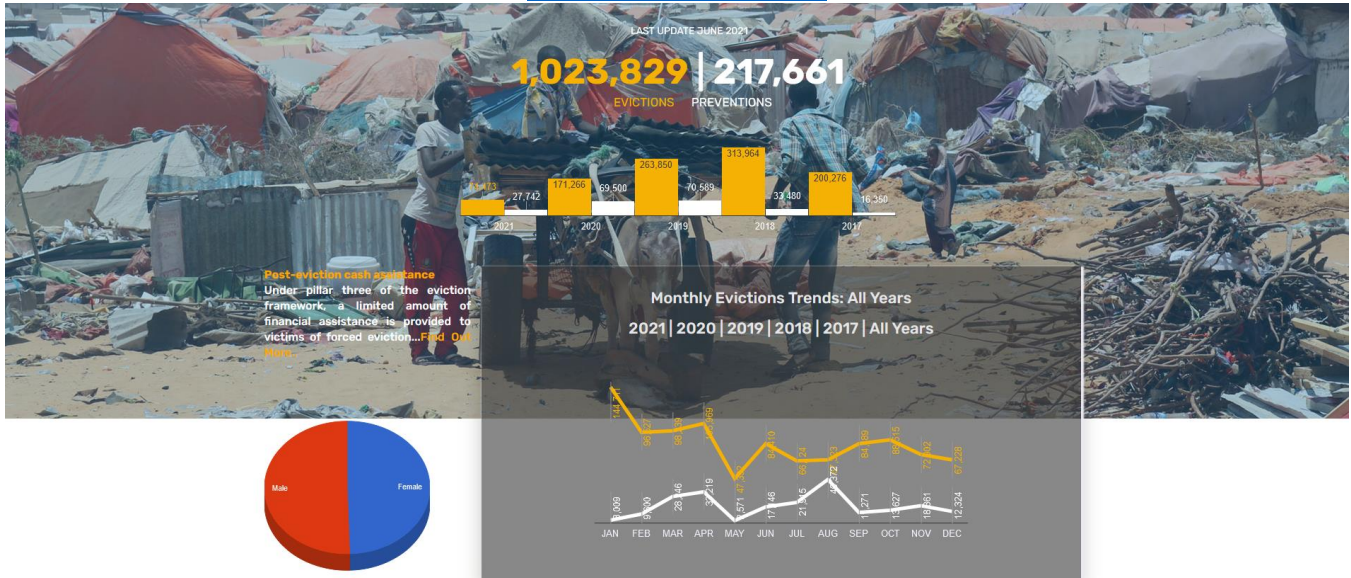
# Somalia Internal Displacement - UNHCR Protection and Return Monitoring Network (PRMN)



# Displacement Tracking Matrix (DTM)

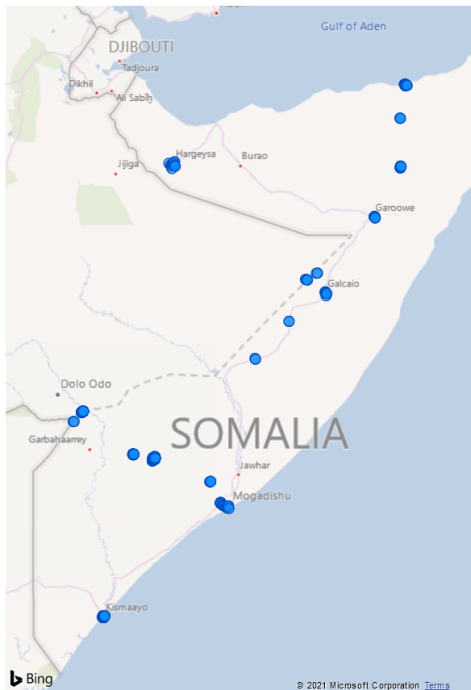


# Eviction Monitoring



# IDP Site/Service Monitoring (CCCM)

## PARTNER COVERAGE



Year, Month  
2021 (Year) + June (Month)

Agency	Sites
<input type="checkbox"/> ACTED	189
Baidoa	126
Hargeysa	18
Kismayo	45
<input type="checkbox"/> ADSOM	1
Baidoa	1
<input type="checkbox"/> AVORD	5
Mogadishu Daynile	5
<input type="checkbox"/> CESDO	46
Baidoa	19
Belet Weyne	1
Berdale Town	25
Doolow	1
<input type="checkbox"/> DRC	46
Baidoa	46
<input type="checkbox"/> HIJRA	6
Wanla Weyn	6
<input type="checkbox"/> IOM	406
Baidoa	196
Doolow	109
Kismayo	101
<input type="checkbox"/> IRDO	14
Afgooye	14
<input type="checkbox"/> ISLAMIC RELIEF	15
	837

19

Partners Reported



## IDP SITE/SERVICE MONITORING

### METHODOLOGY

The Service/Site Monitoring tool is used by CCCM partners to carry out service monitoring of key contextualized indicators in order to analyze service trends in either a site or region over time. Service monitoring can either be done at the site-level or at the regional level depending on the scale of operations. This data which is recorded is useful for CCCM partners and sub-national cluster to have as it serves as an advocacy tool for improved and better tailored humanitarian responses from various sectors.

Frequency: MONTHLY

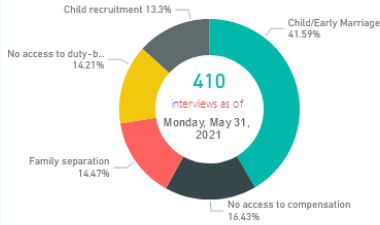
# Protection Concerns



## Protection concerns

Percentage (%) of community representatives (KIs) reporting the occurrence of a protection concern in their settlement/village in a specific month

View 5 most often reported violations



### Very Often

10+ incidents a month

### Often

5 - 10 incidents a month

### Sometimes

4 - 5 incidents a month

### Rarely

2 - 3 incidents a month

### Very Rarely

1 incident a month

### Prevalence of Incidents

preference_key	% Prevalence
4. rarely	30%
5. very rarely	29%
3. sometimes	20%
2. very often	11%
1. often	9%

Supported by:



## SOMALIA | PROTECTION MONITORING DASHBOARD

The purpose of the Somalia Protection Monitoring System (PMS) is the systematic and regular collection and analysis of information over an extended period of time in order to identify trends and patterns of violations of rights and protection risks for populations of concern for the purpose of informing effective programming and advocacy.

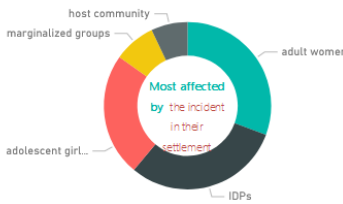
Year: 2021 | Month: May | SPMS Partner: All | Region: All | District: All | Filter By: [icon] | Clear Filters

### KIs Interviewed (Disaggregated by sex):

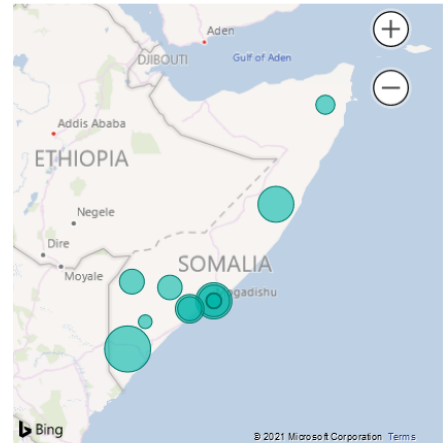
ki_age_group	female	male	Total - M/F
18_40	132	112	244
40_60	73	74	147
60plus	11	8	19
<b>Total - Age Group</b>	<b>216</b>	<b>194</b>	<b>410</b>

### Protection Concern

Extortion/abuse of a... | View 5 | Most Affected Groups



### KIs Interviewed (Disaggregated by District):



The Somalia Protection Monitoring System (SPMS) is supported by the Somalia Protection Cluster. For more information contact: Protection Cluster Coordinator - amhur@unhcr.org; Protection Cluster Co-coordinator - spmsa.sdd:l.ah@dr.cgo

# Complaints and Feedback Mechanism Online Dashboard

## CCCM Cluster Somalia

## Complaints and Feedback Mechanism Online Dashboard



### Date case received

1/1/2021 | 7/31/2021

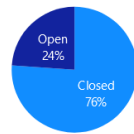
### Agency conducting CFM

All

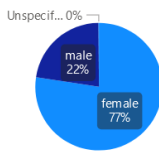
### Site District

- Select all
- Abudwak
- Badhan
- Baidoa
- Belet Weyne
- Belet Xaawo
- Berdale Town
- Bossaso
- Burao
- Burao Rural
- Burtinle
- Buuhoodle
- Cadaado
- Ceel Afweyn
- Ceerigaabo
- Dhuusamarreeb
- Diinsoor
- Doolow
- Gaalkacyo
- Galdogob
- Garowe
- Guriel
- Hargeisa
- Kismayo
- Luuq
- Mogadishu Daynile
- Mogadishu Dharkenley

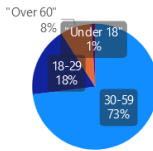
### Open vs Closed Complaints



### Sex of Complainant



### Age Group of Complainant



**16K** # of complaints | **1** Ave. Referral Period (days) | **7** Ave. Feedback Period (days)

7% PLWD%

### Mode of receiving complaints

Mode	#	%
Information Desk/Information Centre	9448	6%
Call Centre/Hotline/Toll free line	3227	2%
Mobile teams/Field staff/Monitors	2894	1%
Community leaders/committees/Meetings	105	
Complaint and feedback boxes	87	
Referral from another agency	15	
Focus Groups	2	
SMS service	2	
<b>Total</b>	<b>15761</b>	<b>100%</b>

Issue Sector	#	%
FSL	6336	40%
Shelter	3979	25%
WASH	2664	17%
NFI	1033	7%
CCCM	624	4%
Health	444	3%
Education	311	2%
Nutrition	206	1%
General_Protection	104	1%
Other(1)	50	0%
<b>Total</b>	<b>15781</b>	<b>100%</b>

Issue Sector	Issue Category	Issue Sub-Category	No
FSL	Request_for_assistance	New_request	4905
Shelter	Request_for_assistance	New_request	2911
WASH	Request_for_assistance	New_request	1597
NFI	Request_for_assistance	New_request	690
WASH	Complaint	Complaint_about_quality_of_item/service	489
FSL	Request_for_assistance	Request_to_supplement/alter_existing_assistance	471
FSL	Information_request	General_program_enquiry	372
Health	Request_for_assistance	New_request	340
Shelter	Information_request	General_program_enquiry	303
Shelter	Complaint	Complaint_about_quality_of_item/service	280
WASH	Information_request	General_program_enquiry	277
FSL	Complaint	Complaint_about_quality_of_item/service	265
Education	Request_for_assistance	New_request	244
Shelter	Request_for_assistance	Request_to_supplement/alter_existing_assistance	214
CCCM	Complaint	Complaint_about_quality_of_item/service	190
CCCM	Request_for_assistance	New_request	189
NFI	Complaint	Complaint_about_quality_of_item/service	186
Nutrition	Request_for_assistance	New_request	170
Shelter	Complaint	Personal_complaint	163
FSL	Complaint	Personal_complaint	151
WASH	Complaint	Personal_complaint	115
FSL	Complaint	Complaint_about_delivery_modality_of_item/service	104
WASH	Request_for_assistance	Request_to_supplement/alter_existing_assistance	91
<b>Total</b>			<b>15781</b>